

Activity: **9.6**
Transition to Operational Status

Responsibility: Transition Team

Description: The transition of the software product to full operational status begins after the formal acceptance by the system owner. Use the procedures described in the Transition Plan to implement the transition processes. Conduct or support stress tests and other operational tests. Determine product tolerances to adverse conditions, failure modes, recovery methods, and specification margins. Complete any training and certification activities. Ensure that support to be provided by contractors begins as planned.

The project team is usually expected to provide operational and technical support during the transition. Identify project team personnel with a comprehensive understanding of the software product who can provide assistance in the areas of software installation and maintenance, test, and documentation of changes. Technical support may involve the analysis of problems in software components and operational procedures, the analysis of potential enhancements, and vendor-supplied upgrades to software components (such as the operating system or data base management system).

Transition to full operational status should be an event-oriented process that is not complete until all transition activities have been successfully performed. Withdraw the support of the project team personnel in a gradual sequence to ensure the smooth operation of, and user confidence in, the software product. At the conclusion of the transition process, plan a formal transfer of all responsibility to the maintenance staff. All Project File materials, operating documents, and other pertinent records should be turned over to the maintenance staff at this time.

For major software systems involving multiple organizations and interfaces with other systems, a formal announcement of the transition to production is recommended. The announcement should be distributed to all affected groups. The names and telephone numbers of the maintenance staff should be included.